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EPSON AcuLaser C1600

User's Guide

NPD4213-01 EN

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Chapter 1

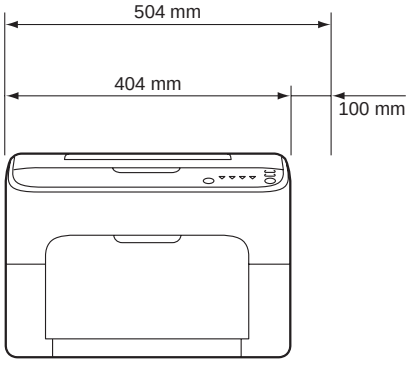
Introduction

Getting Acquainted with Your Printer

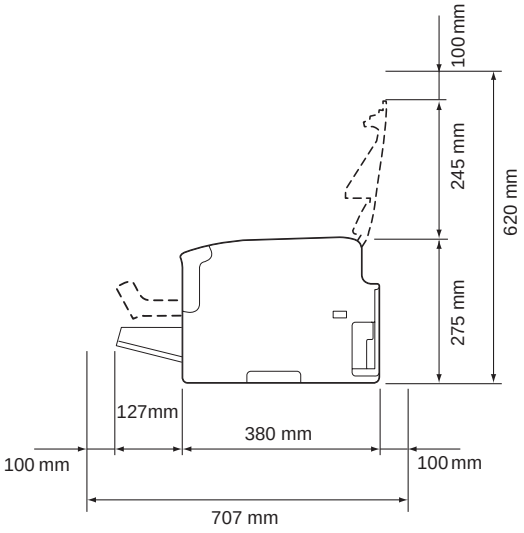
Space Requirements

To ensure easy operation, consumable replacement and maintenance, adhere to the recommended space requirements detailed below.

Front View



Side View



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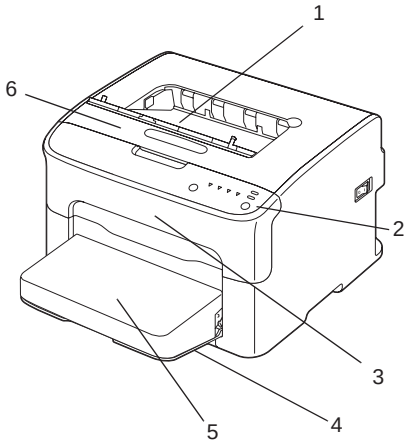
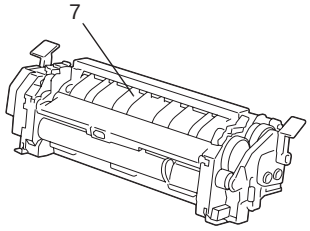
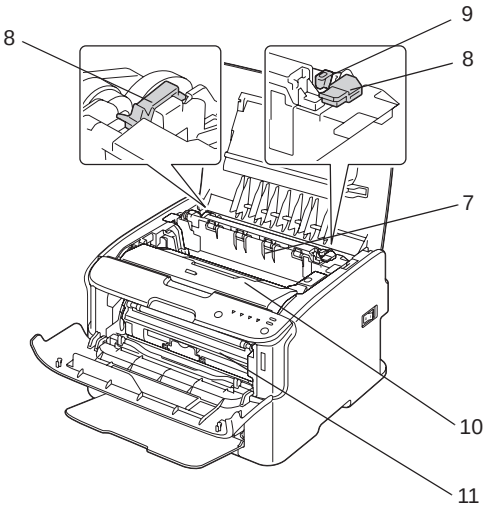
Printer Parts

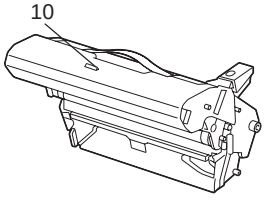
The following drawings illustrate the parts of your printer referred to throughout this guide, so please take some time to become familiar with them.

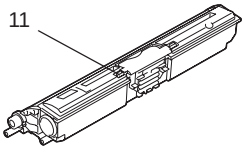
Front View











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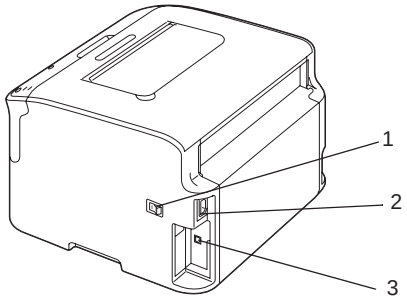
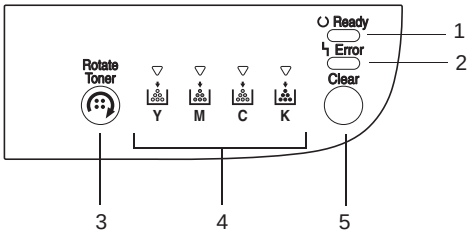
1. Output tray
2. Control panel
3. Front cover
4. Tray 1 (Multipurpose tray)
5. Dust cover
6. Top cover
7. Fuser unit
8. Fuser separator levers
9. Fuser cover lever
10. Photoconductor unit
11. Toner cartridge

Rear View



1. Power switch
2. Power connection
3. USB port

About the Control Panel



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1. Ready indicator
2. Error indicator
3. Rotate Toner key
4. Toner indicators
5. Clear key

About the Indicators

The indicators use five types of signals:

- ❏ Off
- ❏ On
- ❏ Slow blinking—1 blink every 2 seconds
- ❏ Blinking—1 blink per second
- ❏ Rapid blinking—2 blinks per second

Each of the indicators has the following basic meaning.

- ❏ Ready indicator

  When lit, printing can be performed.

- ❏ Error indicator

  When lit or blinking, an error has occurred or there is a warning.

- ❏ Toner indicators

  When blinking, the toner for the corresponding color is about to run out.

  When lit, the toner in the corresponding color is empty.

In addition, printer warnings and errors may be indicated by combinations of the various types of signals used by the indicators in the control panel (indicator messages).

For details on these indicator messages, refer to "Indicator Messages" on page 68.

The Remote Panel Program can also be used to check the printer status. For details, refer to "Working with the Remote Panel Program" on page 20.

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About the Rotate Toner KEY

The Rotate Toner key allows you to switch the printer from normal operation mode to Change Toner mode, Eject All Toner mode or Print Head Cleanup mode.

The mode that the printer enters depends on how long the Rotate Toner key is held down.

Length of time that the Rotate Toner key is held down	Mode that the printer enters	Indicators on the control panel
Less than 5 seconds	Change Toner mode	-
5 to 9 seconds	Print Head Cleanup mode	All indicators blink once after the key has been held down for 5 seconds.
More than 10 seconds	Eject All Toner mode	All indicators flash once after the key has been held down for 10 seconds.

Note:
When the printer is switched to any of these operation modes, the magenta toner indicator lights up.

The Rotate Toner key is used in the following situations.

- ❏ When replacing a toner cartridge
- ❏ When removing all toner cartridges
- ❏ When cleaning the print head window

When replacing a toner cartridge

Press the Rotate Toner key.

The printer enters Change Toner mode.

Note:
- ❏ *For details on replacing a toner cartridge, refer to "Replacing a Toner Cartridge" on page 39.*
- ❏ *To return to normal operation mode from Change Toner mode, press the Clear key.*

When cleaning the print head window

Hold down the Rotate Toner key for 5 seconds to 9 seconds.

The printer enters Print Head Cleanup mode.

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Note:

- ❏ *For details on cleaning the print head window, refer to "Cleaning the Print Head Window" on page 57.*
- ❏ *To return to normal operation mode from Print Head Cleanup mode, refer to "Cleaning the Print Head Window" on page 57.*
- ❏ *Print Head Cleanup mode is a mode that allows the user to clean the print head window more easily. The print head window is not cleaned automatically.*

When removing all toner cartridges

Hold down the Rotate Toner key more than 10 seconds.

The printer enters Eject All Toner mode.

Note:

- ❏ *For details on removing all toner cartridges, refer to "Removing All Toner Cartridges" on page 45.*
- ❏ *To return to normal operation mode from Eject All Toner mode, press the Clear key.*

About the Clear KEY

The Clear key allows you to:

- ❏ Continue a print job after addressing an error message
- ❏ Cancel a print job
- ❏ Reset the printer after a toner cartridge is replaced

Note:
For details on resetting the printer after replacing a toner cartridge, refer to "Replacing a Toner Cartridge" on page 39.

Continuing a Print Job after an Error Message

You can continue a print job after correcting the following types of errors:

- ❏ No more media in the tray
- ❏ Media other than that set in the printer driver was fed into the printer

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Note:
For details on the error messages, refer to "Indicator Messages" on page 68.

If any of the errors listed above occur, press the Clear key to continue the print job.

Cancelling a Print Job

You can cancel a print job that is currently being processed.

While data is being processed or printed (the green Ready indicator is blinking), hold down the Clear key for more than 5 seconds to cancel the print job.

Both the Ready and Error indicators blink when the print job is cancelled.

Software Disc

Drivers	**Use/Benefit**
Windows 7/Vista/XP/Server 2008/ Server 2003/2000	These drivers give you access to all of the printer features.
Windows 7/Vista/XP/Server 2008/ Server 2003 for 64bit	

Utilities	**Use/Benefit**
Remote Panel Program	From the Remote Panel Program, the current status of this printer can be checked. For details, refer to "Working with the Remote Panel Program" on page 20.

Documentation	**Use/Benefit**
Setup Guide	This manual provides details on the initial operations that must be performed in order to use this printer, such as setting up the printer and installing the drivers.
User's Guide (this manual)	This manual provides details on general daily operations, such as using the drivers and control panel and replacing consumables.

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System Requirements

❏ Personal computer

Pentium II: 400MHz or higher

❏ Operating System

Microsoft Windows 7 Home Basic/Home Premium/Home Professional/Home Ultimate, Windows 7 Home Basic/Home Premium/Home Professional/Home Ultimate x64 Edition, Windows Vista Home Basic/Home Premium/Ultimate/Business/Enterprise, Windows Vista Home Basic/Home Premium/ Ultimate/Business/Enterprise x64 Edition, Windows XP Home Edition/Professional (Service Pack 2 or later), Windows XP Professional x64 Edition, Windows Server 2008 Standard/Enterprise, Windows Server 2008 Standard/Enterprise x64 Edition, Windows Server 2003, Windows Server 2003 x64 Edition, Windows 2000 (Service Pack 4 or later)

❏ Free hard disk space

256 MB or more

❏ RAM

128 MB or more

❏ CD/DVD drive

❏ I/O interface

USB 2.0 High-Speed compliant port

Note:

❏ *The USB cable is not included with the machine.*

❏ *This printer cannot be used as a shared printer.*

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Chapter 2

Using the Printer Driver

Uninstalling the Printer Driver

This section describes how to uninstall the printer driver if necessary.

Note:

❏ *You must have administrator privileges in order to uninstall the printer drive.*

❏ *If the User Account Control window appears when uninstalling on Windows Vista, click the* ***Allow*** *button or the* ***Continue*** *button.*

1. Close all applications.
2. Choose Uninstall Program.
3. When the Uninstall dialog box appears, select the printer to be deleted, and then click **Uninstall** button.
4. The printer driver will be uninstalled from your computer.

Printer Driver Settings

Common Buttons

The buttons described below appear on each tab.

❏ OK

Click to exit the Properties dialog box, saving any changes made.

❏ Cancel

Click to exit the Properties dialog box without saving any changes made.

❏ Apply

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Click to save all changes without exiting the Properties dialog box.

❏ Help

Click to view the help.

❏ Easy Set

Click **Save** to save the current settings. Specify a **Name** and **Comment** to access the settings for use again later.

Name : Type in the name of the settings to be saved.

Comment : Add a simple comment to the settings to be saved.

Afterward, the saved settings can be selected from the drop-down list. To change the registered settings, click **Edit**.

Select **Default** from the drop-down list to reset the functions in all tabs to their default values.

❏ Printer View

Click the button to display an image of the printer in the figure area.

When this button is clicked, it changes to the **Paper View** button (when a tab other than the **Watermark** tab or **Quality** tab is selected), the **Watermark View** button (when the **Watermark** tab is selected), or the **Quality View** button (when the **Quality** tab is selected).

Note:
*This button does not appear on the **Version** tab.*

❏ Paper View

Click the button to display a sample of the page layout in the figure area.

When this button is clicked, it changes to the **Printer View** button.

Note:
*This button does not appear on the **Watermark**, **Quality** and **Version** tabs.*

❏ Watermark View

Click the button to display a preview of the watermark.

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When this button is clicked, it changes to the **Printer View** button.

Note:
*This button appears only when the **Watermark** tab is selected.*

❏ Quality View

Click the button to display a sample of the settings selected in the **Quality** tab.

When this button is clicked, it changes to the **Printer View** button.

Note:
*This button appears only when the **Quality** tab is selected.*

❏ Default

Click the button to reset the settings to their defaults.

Note:
❏ *This button does not appear on the **Version** tab.*

❏ *When this button is clicked, the settings in the displayed dialog box are reset to their defaults. The settings on other tabs are not changed.*

Basic Tab

The Basic Tab allows you to

❏ Specify the orientation of the media

❏ Specify the size of the original document

❏ Select the output media size

❏ Register/edit custom paper sizes

❏ Zoom (expand/reduce) documents

❏ Specify the number of copies

❏ Turn on/off job collation

❏ Specify the paper source

❏ Specify the type of media

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❏ Select the paper used for the front page

Layout Tab

The Layout Tab allows you to

❏ Print several pages of a document on the same page (N-up printing)

❏ Print a single copy for enlargement and print several pages

❏ Rotate the print image 180 degrees

❏ Specify image shift settings

Note:
Double-Sided printing is not available with this printer.

Overlay Tab

Note:
Be sure to use overlays with print jobs with a media size and orientation that matches the overlay form. In addition, if settings have been specified for "N-up" in the printer driver, the overlay form cannot be adjusted to match the specified settings.

The Overlay Tab allows you to

❏ Select the form Overlay to use

❏ Add, edit or delete overlay files

❏ Print the form on all pages or only the first page

Watermark Tab

The Watermark Tab allows you to

❏ Select the watermark to be used

❏ Add, edit or delete watermarks

❏ Print the watermark on the background

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- ❏ Print the watermark on only the first page
- ❏ Print multiple copies of the selected watermark on a single page

Quality Tab

The Quality Tab allows you to

- ❏ Specify whether to print in color or black and white
- ❏ Specify the color matching for printing documents
- ❏ Specify the resolution for the printout
- ❏ Select whether or not economy print is used
- ❏ Adjust the contrast (Contrast)
- ❏ Control the darkness of an image (Brightness)
- ❏ Adjust the saturation of printed image (Saturation)
- ❏ Adjust the sharpness of the printed image (Sharpness)

Version Tab

- ❏ The Version Tab allows you to view information about the printer driver.

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Chapter 3

Remote Panel Program

Working with the Remote Panel Program

Introduction

The Remote Panel Program shows information about the current status of the printer and allows you to specify various settings such as the time until the printer enters Energy Save mode.

Note:
In order to use the Remote Panel Program, install it after installing the printer driver.

Opening the Remote Panel Program

Follow the procedure described below to start up the Remote Panel Program.

1. Double-click the file **Remote_Panel_P.exe**, which is either on the desktop or any other location on the computer.
   (The Remote_Panel_P.exe is saved at the location specified when the Remote Panel Program was installed.)
   The Remote Panel Program icon appears in the Windows notification area (right end of the taskbar).

2. Double-click the Remote Panel Program icon that appears in the notification area.

   Note:
   When starting Remote Panel Program again after it has been exited, double-click the file ***Remote_Panel_P.exe****.*

Using the Remote Panel Program

The following functions are available from the Remote Panel Program.

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Panel Tab

Remote Panel

- ❏ Status—Allows the current status of the printer to be checked.

  Note:
  Since the status is not automatically detected with this utility, click the ***Status*** *button to view the most recent printer status.*

- ❏ Display Configuration Page—Displays the configuration page. In addition, the contents of the configuration page can be saved as an INI file.

- ❏ Rotate Toner—Click the button to switch the printer to the selected operation mode. The following two modes are available.

  - ❏ Change Toner:
    Used when replacing a toner cartridge.
    Select this mode, and then click the **Rotate Toner** button to switch the printer to the Change Toner mode.
    (Refer to "Replacing a Toner Cartridge" on page 39.)

  - ❏ Eject All Toner:
    Used when removing all toner cartridges.
    Select this mode, and then click the **Rotate Toner** button to switch the printer to the Eject All Toner mode.
    (Refer to "Removing All Toner Cartridges" on page 45.)

- ❏ P/H Clean Up—Click the button to switch the printer to the P/H Clean Up mode.
  Print Head Cleanup mode is a mode that allows the user to clean the print head window more easily. The print head window is not cleaned automatically.
  (Refer to "Cleaning the Print Head Window" on page 57.)

  Note:
  The printer can also be switched to any of these operation modes by pressing the Rotate Toner key on the printer.
  Refer to "About the Rotate Toner KEY" on page 11.

Set Default

Note:
When the Remote Panel Program is started up again after it has been exited using the icon in the Windows notification area (right end of the taskbar), the default settings will be displayed. To view the actual settings, click the ***Display Configuration Page*** *button.*

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- ❏ Apply—Click to send the settings specified for "Toner Low Message", "Toner Out Stop", "Energy Save Time" and "Auto Continue" to the printer.
- ❏ Toner Low Message—Specifies whether a printer indicator blinks or a warning message appears in the status display box of the Remote Panel Program when toner is about to run out. If **Off** is selected, neither of these notifications appear when the toner is about to run out.
- ❏ Toner Out Stop—Specifies whether or not printing stops when the toner becomes empty. If Off is selected, printing can continue even if toner has run out.
  However, the printing results are not guaranteed. If printing is continued, the Error indicator (orange) lights up and printing stops.
- ❏ Energy Save Time—Set time to enter Energy Save mode when no operation is performed.
- ❏ Auto Continue—If **Off** is selected, the next print job will not be performed if a paper size error occurred in the printer, unless the Clear key is pressed to cancel the error.
  If **On** is selected, the next print job is sent if a paper size error occurred in the printer, the error is automatically cancelled, and the next print job is performed.

Calibration

- ❏ Start—Performs the calibration operation.

Note:
The calibration function consumes toner.

User Service Tab

Note:
When the Remote Panel Program is started up again after is has been exited using the icon in the Windows notification area (right end of the taskbar), the default settings will be displayed. Click the ***Display Configuration Page*** *button to view the actual settings, or click the* ***Download*** *button to download the settings from the printer.*

Top Adjustment—Allows the vertical print position to be finely adjusted.

Note:
Adjusting the position a single increment moves it 0.0079 inch (0.2 mm).

Left Adjustment—Allows the horizontal printer position to be finely adjusted.

Note:
Adjusting the position a single increment moves it 0.0079 inch (0.2 mm).

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Transfer Power—Adjust the 2nd transfer voltage for each media type. If there are cracks in solid parts of the image, move the setting in the + direction.

If small white dots appear in halftones, move the setting in the - direction.

Service's Choice

- ❏ GDI Timeout—Specifies the amount of time until communication with the printer times out.
- ❏ Energy Save—Specifies whether or not the Energy Save mode is enabled. The length of time until the machine enters Energy Save mode can be specified from the Panel tab.

Note:
This menu is displayed only on the Americas model.

Flicker—Select a mode for preventing flickering of the fluorescent lamp, depending on the power source.

0: Prevents flickering automatically

1: Normally prevents flickering

2: Does not prevent flickering

Image Adj Param—Use when print quality is reduced in environments such as high altitudes.

0: Used at standard elevations

1: Used at medium-high elevations

2: Used at high elevations (about 2,000 m)

3: Used at extremely high elevations

Image Refresh—Use when thin white horizontal lines appear at intervals on images.

Note:
The Image Refresh function consumes toner.

Print Pattern 1, Print Pattern 2—Prints a test pattern so the print result can be checked.
A black-and-white test pattern can be printed with "Print Pattern 1", and a color test pattern can be printed with "Print Pattern 2".

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Download—Downloads the current printer settings and displays them in the utility.

Upload—Sends the current utility settings to the printer.

Closing the Remote Panel Program

To close the Remote Panel Program, right-click the Remote Panel Program icon in the Windows notification area (right end of the taskbar), and then choose **Exit**.

Note:

- ❏ *When the **Close** button in the lower-right corner of the Remote Panel Program window is clicked, the window is closed, and the utility remains miniaturized as an icon in the notification area. (The utility is not closed.) Double-click the icon to open the Remote Panel Program window again.*
- ❏ *Wait at least 5 seconds before opening the Remote Panel Program again after it has been closed.*

Uninstalling the Remote Panel Program

Note:

- ❏ *You must have administrator privileges in order to uninstall the Remote Panel Program.*
- ❏ *If the User Account Control window appears when uninstalling on Windows Vista, click the **Allow** button or the **Continue** button.*
- ❏ *Before uninstalling, exit the Remote Panel Program with the icon in the Windows notification area (right end of taskbar).*

The Remote Panel Program can be uninstalled using either of the following two methods.
- From Control Panel, use "Add or Remove Programs" ("Programs" with Windows Vista, "Add/Remove Programs" with Windows 2000)
- Using setup.exe in the Remote Panel folder of the Software Disc again

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Chapter 4

Media Handling

Print Media

Specifications

Media	Media Size	
	Inch	**Millimeter**
A4	8.2 × 11.7	210.0 × 297.0
B5 (JIS)	7.2 × 10.1	182.0 × 257.0
A5	5.9 × 8.3	148.0 × 210.0
Legal	8.5 × 14.0	215.9 × 355.6
Letter	8.5 × 11.0	215.9 × 279.4
Statement	5.5 × 8.5	139.7 × 215.9
Executive	7.25 × 10.5	184.2 × 266.7
Folio	8.25 × 13.0	210.0 × 330.0
Letter Plus	8.5 × 12.69	215.9 × 322.3
UK Quarto	8.0 × 10.0	203.2 × 254.0
Foolscap	8.0 × 13.0	203.2 × 330.2
Government Legal	8.5 × 13.0	215.9 × 330.2
B5 (ISO)	6.9 × 9.8	176.0 × 250.0
Envelope DL	8.7 × 4.3	220.0 × 110.0
Envelope C6	6.4 × 4.5	162.0 × 114.0
Postcard	3.9 × 5.8	100.0 × 148.0
Kai 16	7.3 × 10.2	185.0 × 260.0
Kai 32	5.1 × 7.3	130.0 × 185.0

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Media	Media Size	
	Inch	Millimeter
Government Letter	8.0 × 10.5	203.2 × 266.7
16K	7.7 × 10.6	195.0 × 270.0
Oficio	8.5 × 13.5	215.9 × 342.9
Custom, Minimum*	3.6 × 7.7	92.0 × 195.0
Custom, Maximum*	8.5 × 14.0	216.0 × 356.0

* With thick stock
The minimum size is 3.6 × 7.25 inch (92.0 × 184.0 mm).
The maximum size is 8.5 × 11.7 inch (216.0 × 297.0 mm).

Types

Before purchasing a large quantity of special media, do a trial printing with the same media and check the print quality.

Keep media on a flat, level surface in its original wrapper until it is time to load it.

Plain Paper (Recycled Paper)

Capacity	**Tray 1**	Up to 200 sheets, depending on the paper weight
Orientation	Face up	
Driver Media Type	Plain Paper	
Weight	60 to 90 g/m^2 (16 to 24 lb bond)	

Use plain paper that is

❏ Suitable for plain paper laser printers, such as standard or recycled office paper.

Note:
Do not use the media types listed below. These could cause poor print quality, media misfeeds, or damage to the printer.

DO NOT use plain paper that are

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- ❏ Coated with a processed surface (such as carbon paper, and colored paper that has been treated)
- ❏ Carbon backed
- ❏ Unapproved iron-on transfer media (such as heat-sensitive paper, heat-pressure paper, and heat-press transfer paper)
- ❏ Cold-water-transfer paper
- ❏ Pressure sensitive
- ❏ Designed specifically for inkjet printers (such as superfine paper, glossy film, and postcards)
- ❏ Already been printed on by another printer, copier, or fax machine
- ❏ Dusty
- ❏ Wet (or damp)

Note:
Keep media between 15% and 85% relative humidity. Toner does not adhere well to moist or wet paper.

- ❏ Layered
- ❏ Adhesive
- ❏ Folded, creased, curled, embossed, warped, or wrinkled
- ❏ Perforated, three-hole punched, or torn
- ❏ Too slick, too coarse, or too textured
- ❏ Different in texture (roughness) on the front and back
- ❏ Too thin or too thick
- ❏ Stuck together with static electricity
- ❏ Composed of foil or gilt; too luminous
- ❏ Heat sensitive or cannot withstand the fusing temperature (180˚C [356˚F])
- ❏ Irregularly shaped (not rectangular or not cut at right angles)
- ❏ Attached with glue, tape, paper clips, staples, ribbons, hooks, or buttons
- ❏ Acidic

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❏ Any other media that is not approved

Thick Stock

Paper thicker than 90 g/m² (24 lb bond) is referred to as thick stock. Test all thick stock to ensure acceptable performance and to ensure that the image does not shift.

You can print continuously with thick stock. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Capacity	**Tray 1**	Up to 50 thick stock sheets, depending on their thickness
Orientation	Face up	
Driver Media Type	Thick Stock 1 Thick Stock 2	
Weight	Thick Stock 1: 91 to 163 g/m² (25 to 43.5 lb bond) Thick Stock 2: 164 to 209 g/m² (43.6 to 55.6 lb bond)	

DO NOT use thick stock that is

❏ Mixed with any other media in the trays (as this will cause printer misfeeding)

Envelope

Print on the front (address) side only. Some parts of the envelope consist of three layers of paper—the front, back, and flap. Anything printed in these layered regions may be lost or faded.

You can print continuously with envelope. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Capacity	**Tray 1**	Up to 10 envelopes, depending on their thickness
Orientation	Face up	
Driver Media Type	Envelope	

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Use envelopes that are

- ❏ Envelope C6 or Envelope DL size (Other envelope sizes are not supported.)
- ❏ Common office envelopes approved for laser printing with diagonal joints, sharp folds and edges, and ordinary gummed flaps

  Note:
  Because the envelopes pass through heated rollers, the gummed area on the flaps may seal. Using envelopes with emulsion-based glue avoids this problem.

- ❏ Approved for laser printing
- ❏ Dry

DO NOT use envelopes that have

- ❏ Sticky flaps
- ❏ Tape seals, metal clasps, paper clips, fasteners, or peel-off strips for sealing
- ❏ Transparent windows
- ❏ Too rough of a surface
- ❏ Material that will melt, vaporize, offset, discolor, or emit dangerous fumes
- ❏ Been presealed

Label

A sheet of labels consists of a face sheet (the printing surface), adhesive, and a carrier sheet:

- ❏ The face sheet must follow the plain paper specification.
- ❏ The face sheet surface must cover the entire carrier sheet, and no adhesive should come through on the surface.

You can print continuously with label sheets. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement. Check your application documentation for more information on printing labels.

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Capacity	**Tray 1**	Up to 50 label sheets, depending on their thickness
Orientation	Face up	
Driver Media Type	Labels	

Use label sheets that are

❏ Approved for laser printers

DO NOT use label sheets that

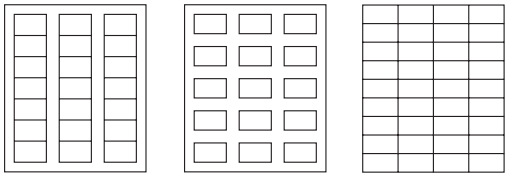
❏ Have labels that easily peel off or have parts of the label already removed

❏ Have backing sheets that have peeled away or have exposed adhesive

Note:
Labels may stick to the fuser, causing them to peel off and media misfeeds to occur.

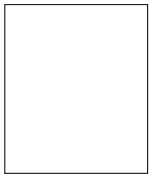
❏ Are precut or perforated

Do not use



Shiny backed paper

OK to use



Full-page labels (uncut)

Letterhead

You can print continuously with letterhead. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement.

Capacity	**Tray 1**	Up to 50 sheets, depending on their size and thickness
Orientation	Face up	

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Driver Media Type	Letterhead

Postcard

You can print continuously with postcard. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement.

Capacity	**Tray 1**	Up to 50 postcards, depending on their thickness
Orientation	Face up	
Driver Media Type	Postcard	

Use postcards that are

❏ Approved for laser printers

DO NOT use postcards that are

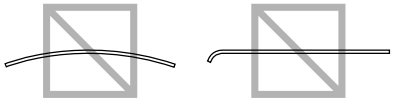
❏ Coated

❏ Designed for inkjet printers

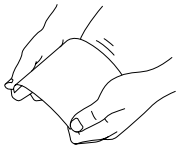
❏ Precut or perforated

❏ Preprinted or multicolored

❏ Folded or wrinkled



Note:
If the postcard is warped, press on the warped area before putting it in Tray 1.



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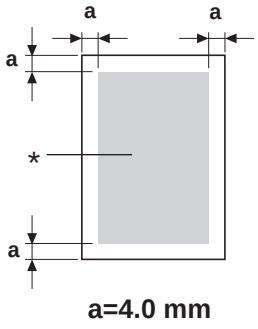
Printable Area

The printable area on all media sizes is up to 4.0 mm (0.157") from the edges of the media.



* Printable Area

Each media size has a specific printable area (the maximum area on which the machine can print clearly and without distortion).

This area is subject to both hardware limits (the physical media size and the margins required by the machine) and software constraints (the amount of memory available for the full-page frame buffer). The printable area for all media sizes is the page size minus 4.0 mm (0.157") from all edges of the media.

Note:
When printing in color on legal-size media, the bottom margin is 16.0 mm (0.63").

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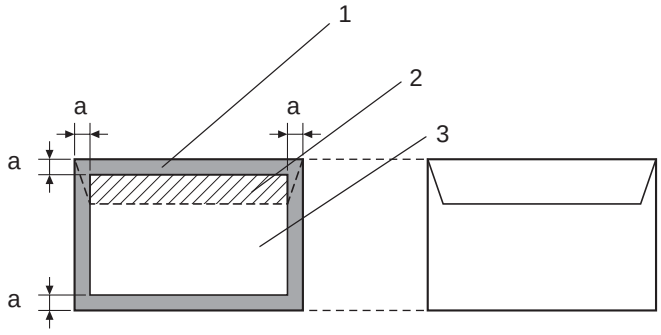
Envelopes

Envelopes can only be printed on their front sides (side where the recipient's address is written). In addition, printing on the front side in the area overlapping the back flap cannot be guaranteed. The location of this area differs depending on the envelope type.



a=4.0 mm

Front side
(can be printed)

Back side
(can be printed)

1. Non-printable area
2. Non-guaranteed printable area
3. Guaranteed printable area

Note:

- ❏ *The envelope print orientation is determined by your application.*
- ❏ *With the Envelope DL size (long edge feeding), the nonprintable areas on the left and right sides are 6 mm.*

Page Margins

Margins are set through your application. Some applications allow you to set custom page sizes and margins while others have only standard page sizes and margins from which to choose. If you choose a standard format, you may lose part of your image (due to printable area constraints). If you can custom-size your page in your application, use those sizes given for the printable area for optimum results.

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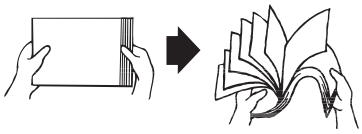
Loading Media

How do I load media?

Take off the top and bottom sheets of a ream of paper. Holding a stack of approximately 200 sheets at a time, fan the stack to prevent static buildup before inserting it in a tray.



Note:
Although this printer was designed for printing on a wide range of media types, it is not intended to print exclusively on a single media type except plain paper. Continuous printing on media other than plain paper (such as envelopes, labels, or thick stock) may adversely affect print quality or reduce engine life.

When refilling media, first remove any media remaining in the tray. Stack it with the new media, even the edges, then reload it.

Do not mix media of different types and sizes, as this will cause media misfeeds.

Tray 1 (Multipurpose Tray)

For details on the types and sizes of media that can be printed from Tray 1, refer to "Print Media" on page 25.

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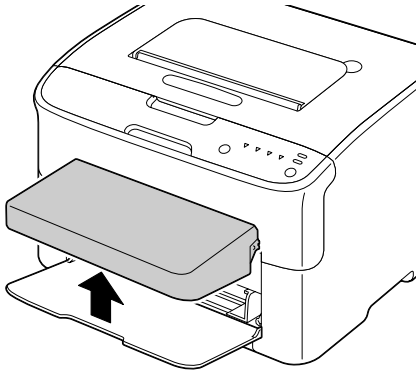
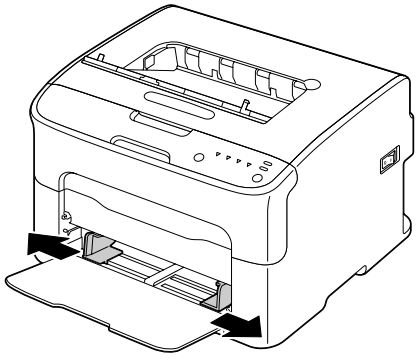
Loading Plain Paper

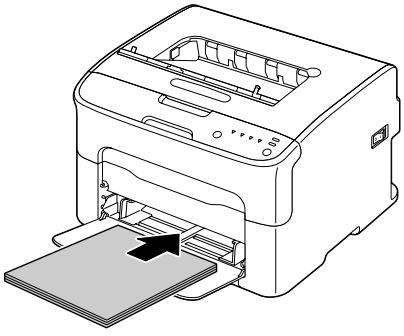
1. Remove the dust cover.



2. Slide the media guides to provide more space between them.



3. Load the paper face up in the tray.



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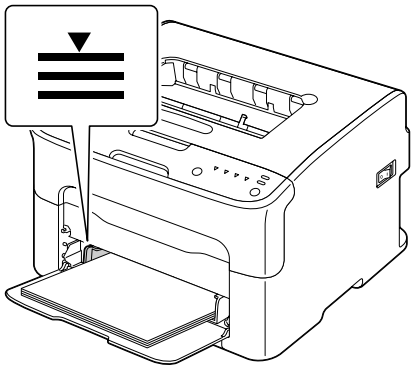
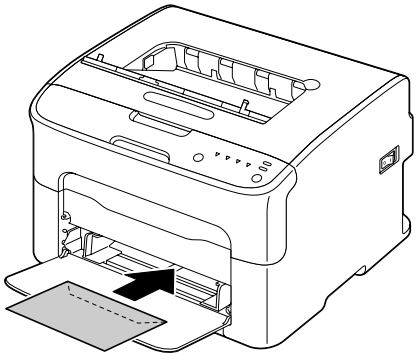
Note:

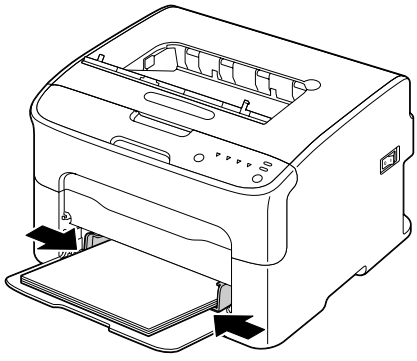
❏ *Do not load paper above the ▼ mark. Up to 200 sheets (80 g/m² [21 lb]) of plain paper can be loaded into the tray at one time.*



❏ *For envelopes with the flap, load the envelopes flap side down in the tray.*



4. Slide the media guides against the edges of the paper.



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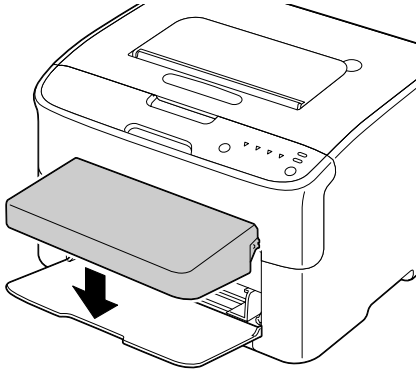
5. Install the dust cover.



Output Tray

All media is fed out facing down into the output tray on top of the printer. This tray has a capacity of approximately 100 sheets (A4/Letter) of 80 g/m² (21 lb) paper.

Note:
If the media is stacked too high in the output tray, your printer may experience media misfeeds, excessive media curl, or static buildup.

Media Storage

❏ Keep media on a flat, level surface in its original wrapper until it is time to load it.

Media that has been stored for a long time out of its packaging may dry up too much and cause misfeeding.

❏ If media has been removed from its wrapper, place it in its original packaging and store in a cool, dark place on a level surface.

❏ Avoid moisture, excessive humidity, direct sunlight, excessive heat (above 35˚C [95˚F]), and dust.

❏ Avoid leaning against other objects or placing it in an upright position.

Before using stored media, do a trial print and check print quality.

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Chapter 5

Replacing Consumables

Replacing Consumables

Note:
Failure to follow instructions as outlined in this manual could result in voiding your warranty.

About Toner Cartridges

Your printer uses four toner cartridges: black, yellow, magenta, and cyan. Handle the toner cartridges carefully to avoid spilling toner inside the printer or on yourself.

Note:
The toner is nontoxic. If you get toner on your skin, wash it off with cool water and a mild soap. If you get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off.

Caution:
If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

Note:
Do not use refilled toner cartridges or unapproved toner cartridges. Any damage to the printer or quality problems caused by a refilled toner cartridge or an unapproved toner cartridge will void your warranty. No technical support is provided to recover from these problems.

Toner Cartridge Type	Toner Cartridge Part Number
Standard-Capacity Toner Cartridge -Yellow (Y)	0558
Standard-Capacity Toner Cartridge -Magenta (M)	0559
Standard-Capacity Toner Cartridge -Cyan (C)	0560
High-Capacity Toner Cartridge - Black (K)	0557
High-Capacity Toner Cartridge - Yellow (Y)	0554
High-Capacity Toner Cartridge - Magenta (M)	0555
High-Capacity Toner Cartridge - Cyan (C)	0556

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Note:
For optimum print quality and performance, use only the corresponded TYPE genuine Epson toner cartridges.

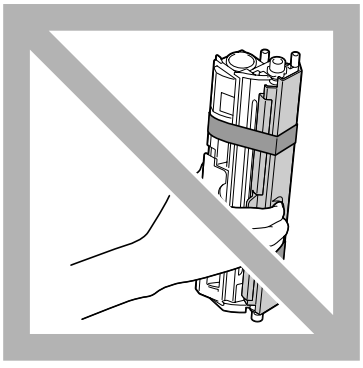
Keep toner cartridges:

- ❏ In their packaging until you're ready to install them.
- ❏ In a cool, dry location away from sunlight (due to heat).

  The maximum storage temperature is 35˚ C (95˚ F) and the maximum storage humidity is 85% (noncondensing). If the toner cartridge is moved from a cold place to a warm, humid place, condensation may occur, degrading print quality. Allow the toner to adapt to the environment for about one hour before use.

- ❏ Level during handling and storage.

  Do not hold, stand or store cartridges on their ends or turn them upside down; the toner inside the cartridges may become caked or unequally distributed.



- ❏ Away from salty air and corrosive gases such as aerosols.

Replacing a Toner Cartridge

Note:
Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.

When the toner is empty, the toner indicator lights up. Follow the procedure described below to replace the toner cartridge.

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Note:
*If **Toner Out Stop** on the Panel tab of the Remote Panel Program is set to **Off**, printing can continue even after the message "TONER OUT X" has appeared in the status display box; however, the printing quality cannot be guaranteed. If printing is continued and the toner becomes empty, the message "TONER LIFE END" appears and printing stops.*
For details on the settings, refer to "Using the Remote Panel Program" on page 20.

1. Check the control panel to see which color of toner is empty.

   Note:
   If the toner becomes empty, the toner indicator lights up and the empty toner cartridge is automatically moved so that it can be replaced.

   If you wish to change the toner cartridge, use either operation described below to switch the printer to Change Toner mode.

   ❏ Press the Rotate Toner key.

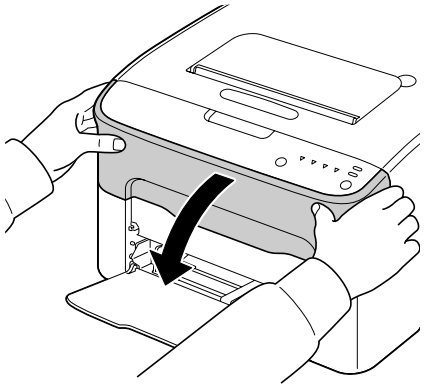
   ❏ On the Panel tab of the Remote Panel Program, select **Change Toner**, and then click the **Rotate Toner** button.

   Note:
   ❏ *The printer enters Change Toner mode, and the magenta toner indicator lights up.*

   ❏ *With each additional press of the Rotate Toner key, the cyan, black, then yellow toner cartridge moves so that they can be replaced. The indicator for the toner cartridge that was moved so that it can be replaced lights up.*

   ❏ *To exit Change Toner mode, press the Clear key.*

2. Open the front cover.



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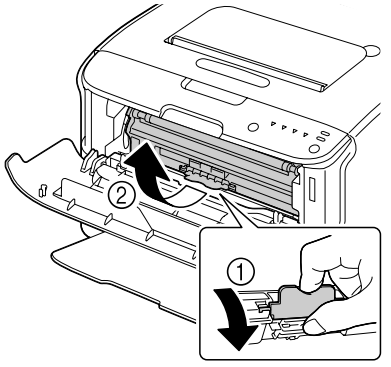
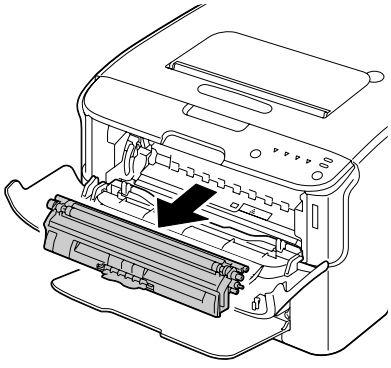
3. Check that the toner cartridge to be replaced has been moved to the front.

   Note:
   You can identify the toner cartridge by the color of the handle.

4. Pull down the handle on the toner cartridge until the toner cartridge is unlocked and moves out slightly toward you.
   Remove the toner cartridge.





Note:
Do not manually rotate the toner cartridge carousel. In addition, do not rotate the carousel with force, otherwise it may be damaged.

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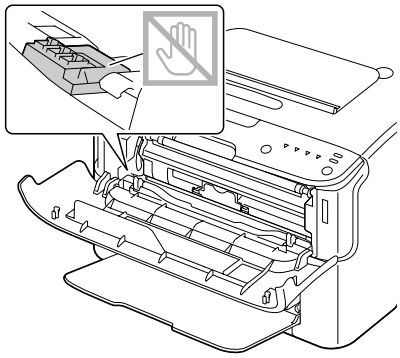
Note:

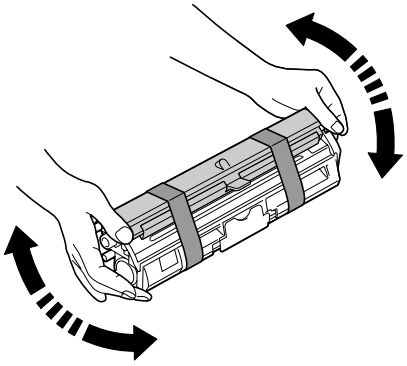
❏ *Do not touch the contact indicated in the illustration.*



❏ *Dispose of the empty toner cartridge according to your local regulations. Do not burn the toner cartridge.*
For details, refer to "About Toner Cartridges" on page 38.

5. Prepare a new toner cartridge.

6. Shake the cartridge a few times to distribute the toner.



Note:

Make sure that the toner roller cover is securely attached before shaking the toner cartridge.

7. Remove the cover from the toner roller.

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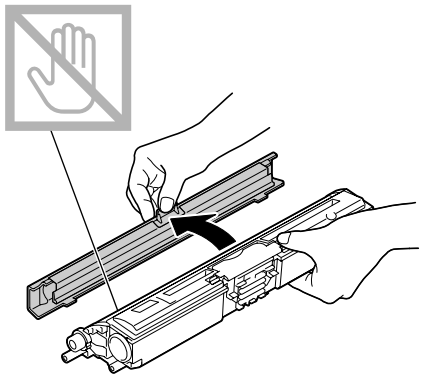
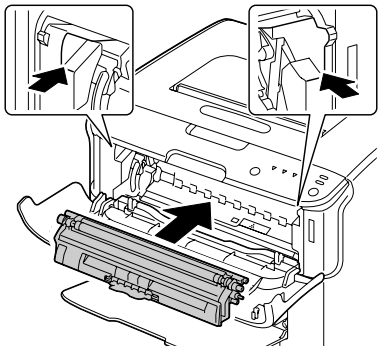
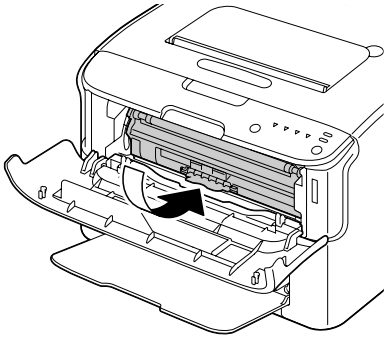
Note:
Do not touch or scratch the toner roller.



8. Align the shaft on each end of the toner cartridge with its holders, and then insert the cartridge.





Note:
Before inserting the toner cartridge, make sure that the color of the toner cartridge to be installed is the same as the label on the toner cartridge carousel.

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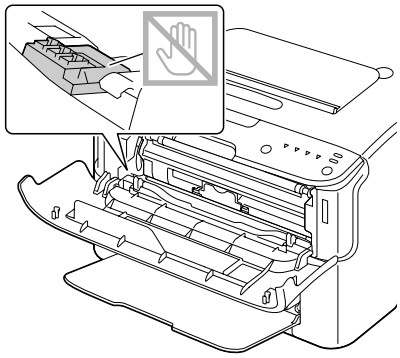
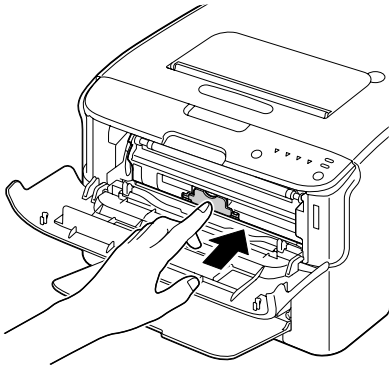
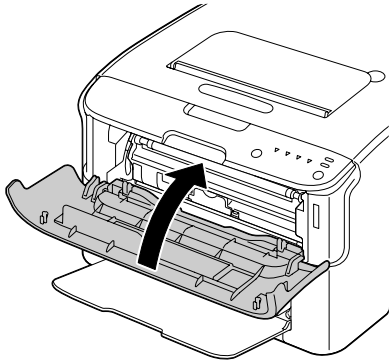
Note:
Do not touch the contact indicated in the illustration.



9. Press in the toner cartridge until it locks into place.



10. Close the front cover.



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Note:
To replace the toner cartridge for another color, after the front cover has been closed, check that the indicator for the toner to be replaced is lit (if necessary, press the Rotate Toner key), and then replace the toner cartridge as described in steps 2 through 10.

11. Press the Clear key to reset the printer and clear the indicator message.

Note:
The printer must complete a calibration cycle after a toner cartridge has been replaced. If you open the top or front cover before the printer is reset, the calibration stops, then starts over again after the cover is closed.

Removing All Toner Cartridges

Note:
Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.

By using the Eject All Toner mode, all toner cartridges can be removed.

Follow the procedure described below to use the Eject All Toner mode.

1. Use either operation described below to switch the printer to Eject All Toner mode.

   ❏ Hold down the Rotate Toner key for more than 10 seconds.

   ❏ On the Panel tab of the Remote Panel Program, select **Eject All Toner**, and then click the **Rotate Toner** button.

Note:
❏ *The printer enters Eject All Toner mode, and the magenta toner indicator lights up.*

❏ *To exit Eject All Toner mode, press the Clear key.*

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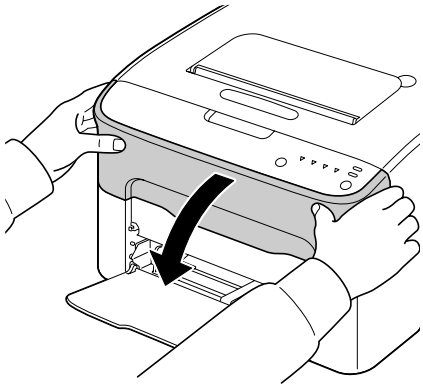
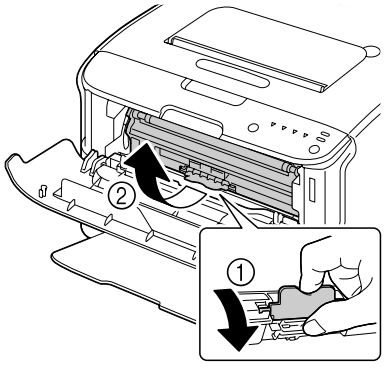
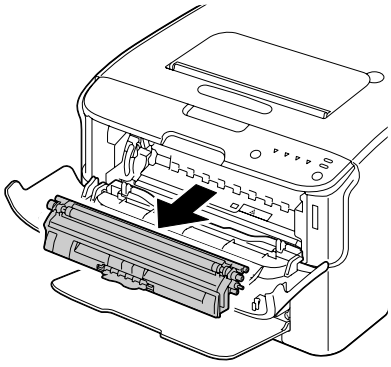
2. Open the front cover.



3. Pull down the handle on the toner cartridge until the toner cartridge is unlocked and moves out slightly toward you.
   Remove the toner cartridge.





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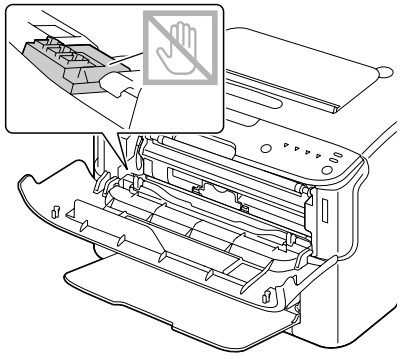
Note:
Do not manually rotate the toner cartridge carousel. In addition, do not rotate the carousel with force, otherwise it may be damaged.

Note:
Do not touch the contact indicated in the illustration.



4. Close the front cover.
5. Follow the same procedure to replace the cartridges for the cyan, black, then yellow toners.
6. Press the Clear key.

Replacing the Photoconductor Unit

Part Name	Photoconductor Unit Part Number
Photoconductor Unit	1198

Note:
For optimum print quality and performance, use only the corresponded TYPE genuine Epson photoconductor unit.

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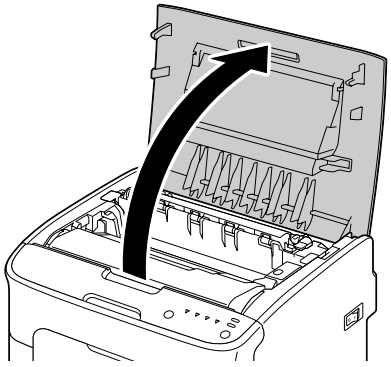
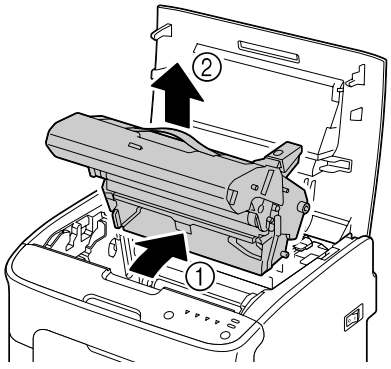
1. Open the top cover.



Note:
If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

2. Grab the handle and lift it up slightly to the back, and then slowly pull the photoconductor unit out vertically.



Note:
Dispose of the used photoconductor unit according to your local regulations. Do not burn the photoconductor unit.

3. Prepare the new photoconductor unit.

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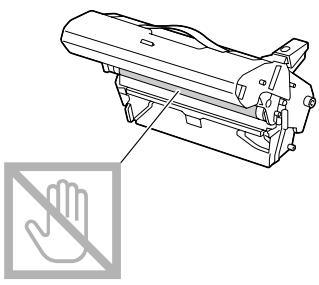
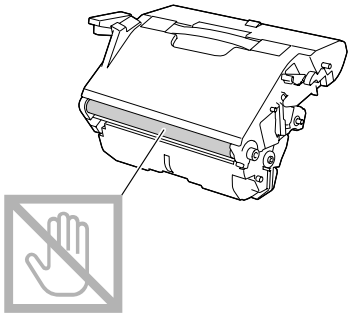
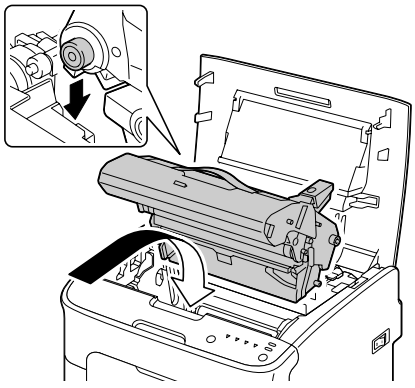
Note:
Do not touch the PC drum and the transfer belt on the photoconductor unit.

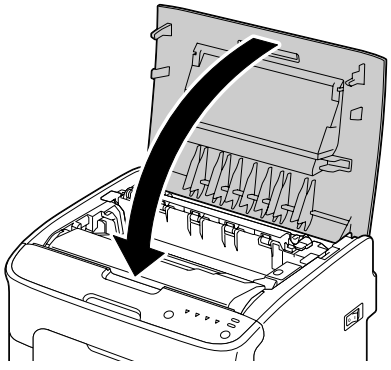




4. Slowly insert the new photoconductor unit vertically, and then push it slightly down toward you to finish installing the photoconductor unit.



5. Carefully close the top cover.



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Note:
The printer must complete a calibration cycle after the photoconductor unit has been replaced. If you open the top or front cover before the printer is reset, the calibration stops, then starts over again after the cover is closed.

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Chapter 6

Maintenance

Maintaining the Printer

Caution:
Read all caution and warning labels carefully, making sure to follow any instructions contained in them. These labels are located on the inside of the printer's covers and the interior of the printer body.

Handle the printer with care to preserve its life. Abuse handling may cause damage and void your warranty. If dust and paper scraps remain on the inside or outside of the printer, printer performance and print quality will suffer, so the printer should be cleaned periodically. Keep the following guidelines in mind.

Warning:
Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning. Do not spill water or detergent into the printer; otherwise the printer will be damaged and an electric shock may occur.

Caution:
The fuser unit is hot. When the top cover is opened, the fuser unit temperature drops gradually (one hour wait time).

- ❏ Be careful when cleaning the inside of the printer or removing media misfeeds, as the fuser unit and other internal parts may be very hot.
- ❏ Do not place anything on top of the printer.
- ❏ Use a soft cloth to clean the printer.
- ❏ Never spray cleaning solution directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- ❏ Avoid using abrasive or corrosive solutions or solutions that contain solvents (such as alcohol and benzene) to clean the printer.
- ❏ Always test any cleaning solution (such as mild detergent) on a small inconspicuous area of your printer to check the solution's performance.
- ❏ Never use sharp or rough implements, such as wire or plastic cleaning pads.

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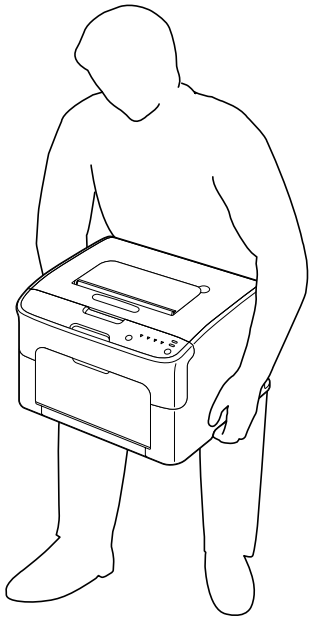
- ❏ Always close the printer's covers gently. Never subject the printer to vibration.
- ❏ Do not cover the printer immediately after using it. Turn it off and wait until it cools down.
- ❏ Do not leave the printer's covers open for any length of time, especially in well-lit places; light may damage the photoconductor unit.
- ❏ Do not open the printer during printing.
- ❏ Do not tap media stacks on the printer.
- ❏ Do not lubricate or disassemble the printer.
- ❏ Do not tilt the printer.
- ❏ Do not touch the electrical contacts, gears, or laser devices. Doing so may damage the printer and cause the print quality to deteriorate.
- ❏ Keep media in the output tray at a minimum level. If the media is stocked too high, your printer may experience media misfeeds and excessive media curl.
- ❏ Keep the printer level to avoid toner spillage.
- ❏ When lifting the printer, grasp the areas shown in the figure.



- ❏ If you get toner on your skin, wash it off with cool water and a mild soap.

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Caution:
If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

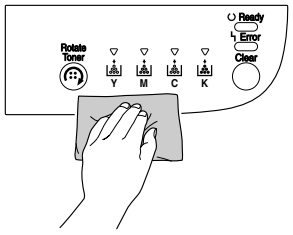
❏ Make sure any parts removed during cleaning are replaced before you plug in the printer.

Cleaning the Printer

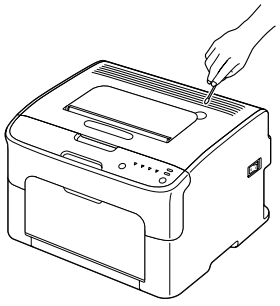
Caution:
Be sure to turn off the printer and unplug the power cord before cleaning. However, be sure to turn on the printer when cleaning the print head window.

Exterior

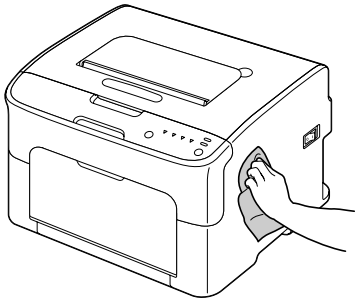
Control Panel



Ventilation Grille



Printer Exterior



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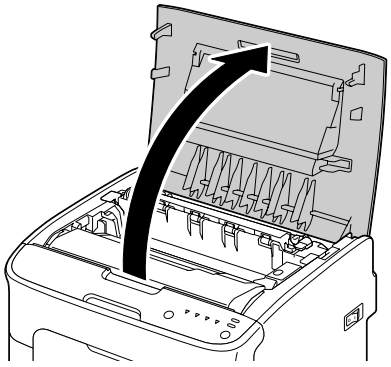
Interior

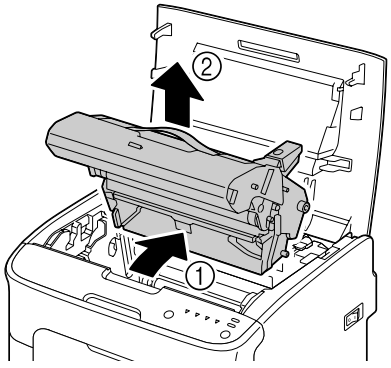
Cleaning the Media Feed Roller

1. Open the top cover.



Note:
If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

2. Grab the handle and lift it up slightly to the back, and then slowly pull the photoconductor unit out vertically.



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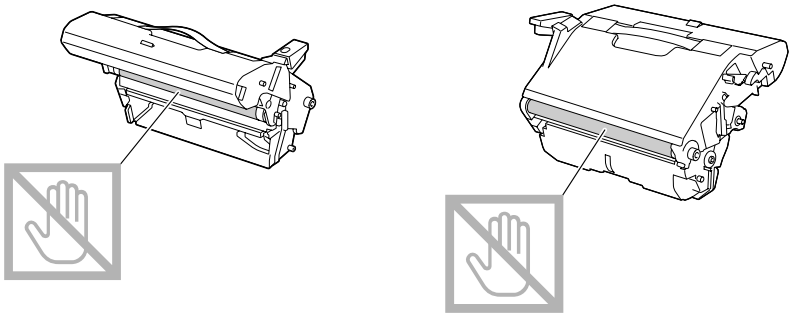
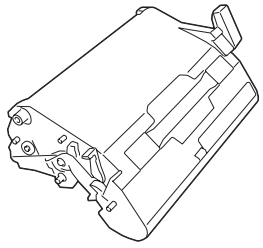
Note:

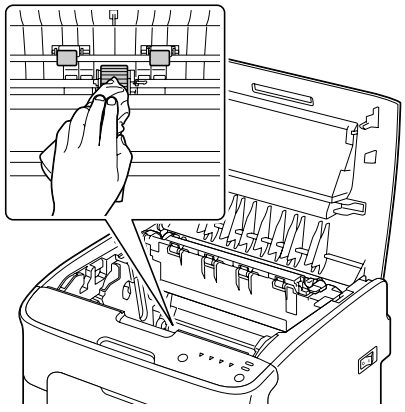
❏ *Do not touch the PC drum on the photoconductor unit.*



❏ *Position the removed photoconductor unit horizontally as shown in the illustration below. Be sure to keep the photoconductor unit horizontal and place it where it will not become dirty. Do not leave the photoconductor unit removed for more than 15 minutes, and do not place the removed photoconductor unit in a location where it would be exposed to direct light (such as sunlight).*



3. Clean the media feed rollers by wiping them with a soft, dry cloth.



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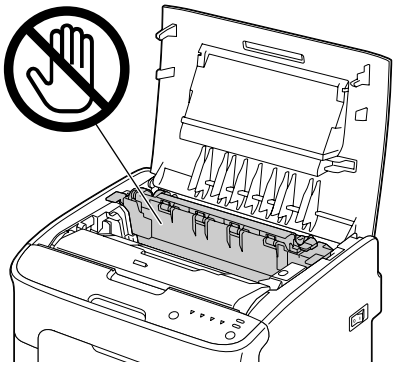
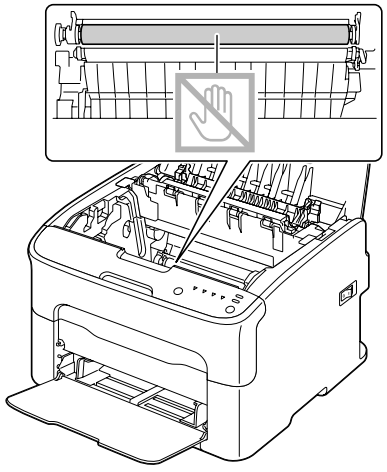
Caution:
The area around the fuser unit is extremely hot.
Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.



Note:
Decreased print quality may result if the surface of the transfer roller is touched.
Be careful not to touch the surface of the transfer roller.



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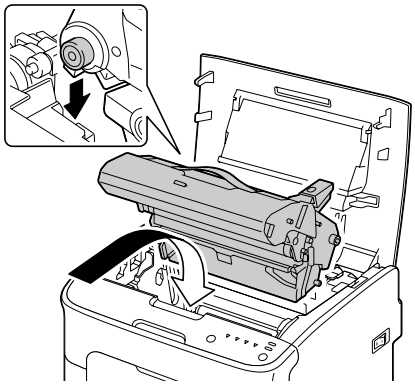
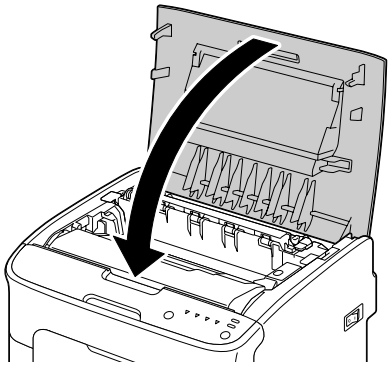
4. Slowly insert the photoconductor unit vertically, and then push it slightly down toward you to finish reinstalling the photoconductor unit.



5. Carefully close the top cover.



Cleaning the Print Head Window

1. Use either operation described below to switch the printer to Print Head Cleanup mode.

   ❏ Hold down the Rotate Toner key for 5 to 9 seconds.

   ❏ On the Panel tab of the Remote Panel Program, click the **P/H Clean Up** button.

   Note:
   ❏ *The printer enters Print Head Cleanup mode, and the magenta toner indicator lights up.*

   ❏ *It is not possible to exit Print Head Cleanup mode before the operation is finished (even if the Clear key is pressed).*
   If the printer has incorrectly been switched to Print Head Cleanup mode, perform steps 2 through 4, then steps 10 through 14 (skipping steps 5 through 9) to exit Print Head Cleanup mode.

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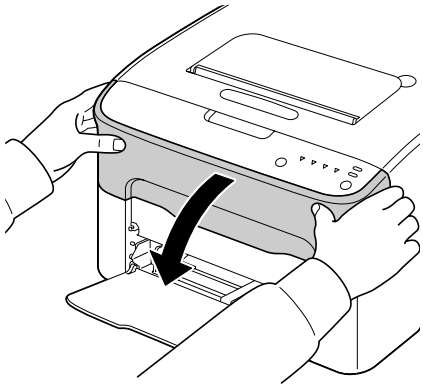
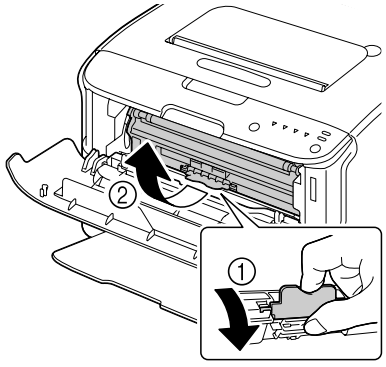
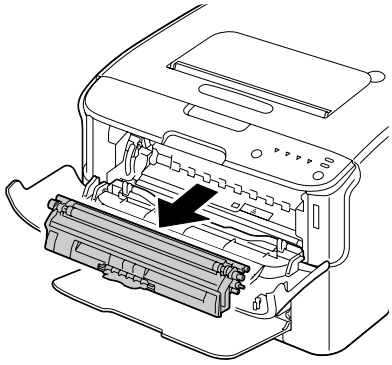
2. Open the front cover.



3. The magenta toner cartridge has been moved to the position from where it can be replaced.
   Pull down the handle on the toner cartridge until the toner cartridge is unlocked and moves out slightly toward you.
   Remove the toner cartridge.





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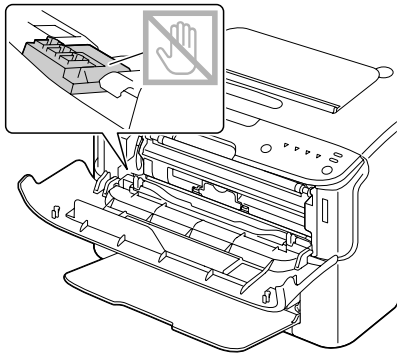
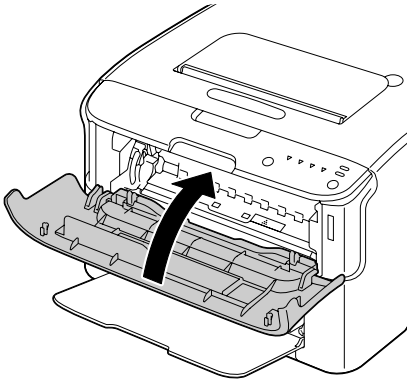
Note:
When the magenta toner cartridge is removed, a gap is created within the printer so that the print head window can easily be cleaned.

Note:
Do not touch the contact indicated in the illustration.



4. Close the front cover.

Note:
The toner cartridge rotate within the printer.



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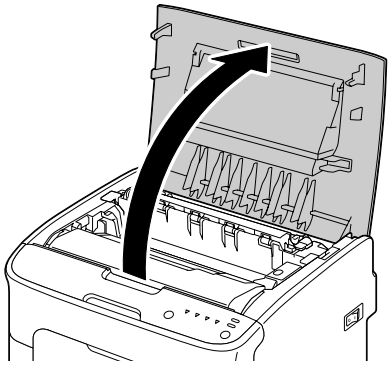
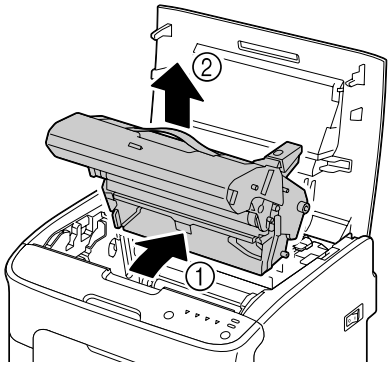
5. After the toner cartridges have finished rotating and all indicators on the control panel begin blinking, open the top cover.

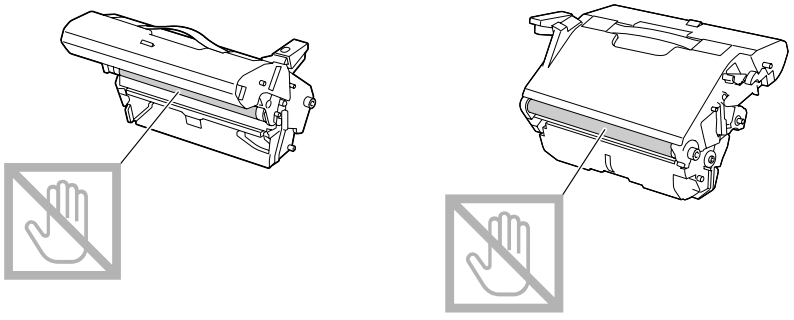


6. Grab the handle and lift it up slightly to the back, and then slowly pull the photoconductor unit out vertically.



Note:

❏ *Do not touch the PC drum on the photoconductor unit.*



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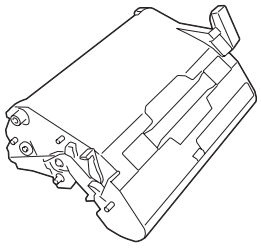
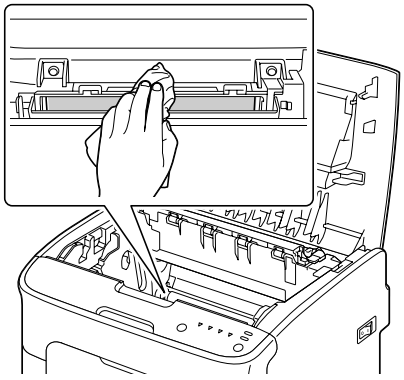
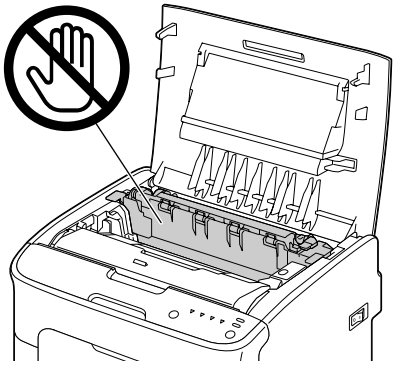
❏ *Position the removed photoconductor unit horizontally as shown in the illustration below. Be sure to keep the photoconductor unit horizontal and place it where it will not become dirty. Do not leave the photoconductor unit removed for more than 15 minutes, and do not place the removed photoconductor unit in a location where it would be exposed to direct light (such as sunlight).*



7. Clean the print head window by wiping it with a soft, dry cloth.



Caution:
The area around the fuser unit is extremely hot.
Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.



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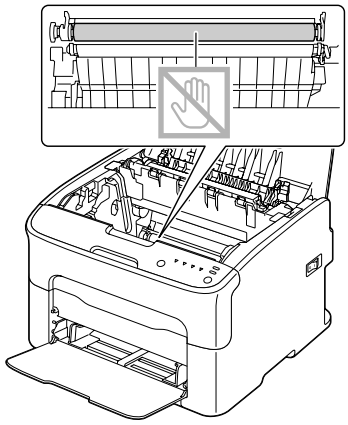
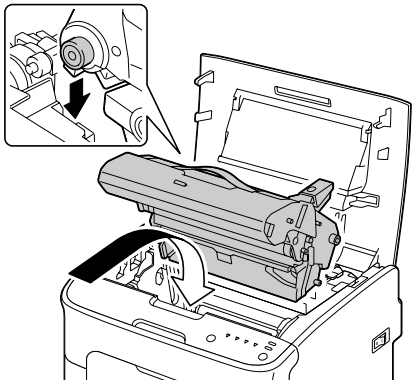
Note:
Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.



8. Slowly insert the photoconductor unit vertically, and then push it slightly down toward you to finish reinstalling the photoconductor unit.



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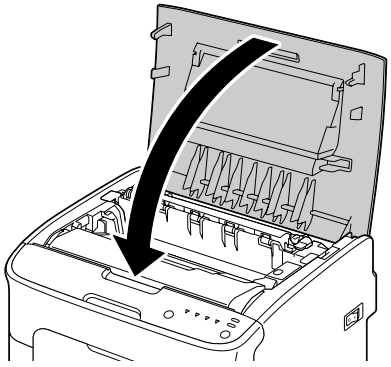
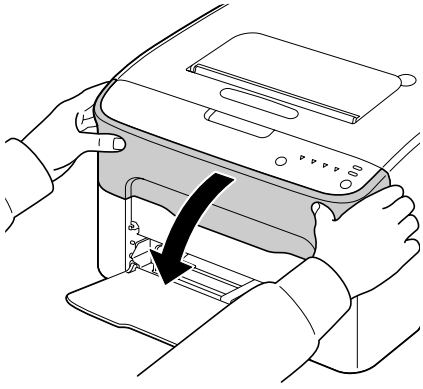
9. Close the top cover.



10. Press the Clear key.

Note:
The blinking of all indicators stop, and the magenta toner indicator lights up.
The toner cartridges rotate within the printer.

11. After the toner cartridges have finished rotating, open the front cover.



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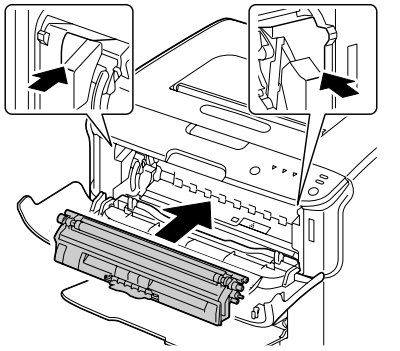
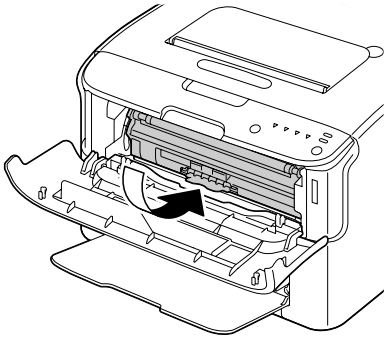
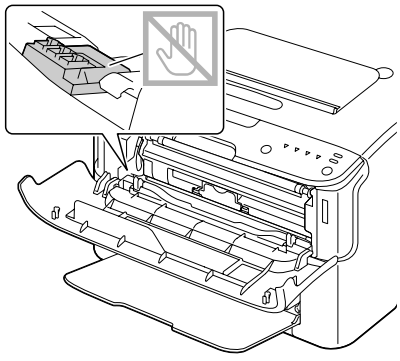
12. Align the shaft on each end of the toner cartridge with its holders, and then insert the cartridge.





Note:
Do not touch the contact indicated in the illustration.



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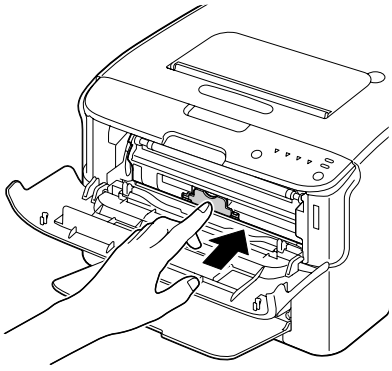
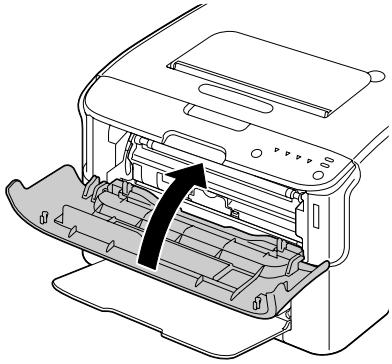
13. Press in the magenta toner cartridge until it locks into place.



14. Close the front cover.



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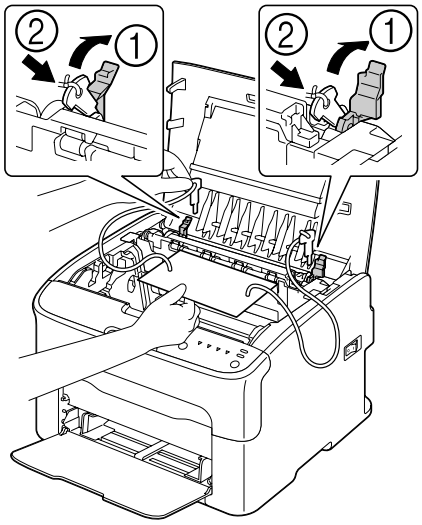
Long-term storage of the printer

If the printer will not be used for a month or more, install the protective materials onto the fuser unit.



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Chapter 7

Troubleshooting

Introduction

This chapter provides information to aid you in resolving printer problems you may encounter, or at least guide you to the proper sources for help.

Preventing Media Misfeeds

Make sure that...
Media matches the printer specifications.
Media is flat, especially on the leading edge.
The printer is on a hard, flat, level surface.
You store media in a dry location away from moisture and humidity.
You always adjust the media guides in Tray 1 *after* inserting the media *(a guide that is not properly adjusted can cause poor print quality, media misfeeds, and printer damage).*
You load the media printing-side up in the tray *(many manufacturers place an arrow on the end of the wrapper to indicate the printing side).*

Avoid...
Media that is folded, wrinkled, or excessively curled.
Double feeding *(remove the media and fan the sheets—they may be sticking together).*
Loading more than one type/size/weight of media in a tray at the same time.
Overfilling the trays.
Allowing the output tray to overfill *(the output tray has a 100-sheet capacity—misfeeding may occur if you allow media to accumulate more than 100 sheets at one time).*

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Indicator Messages

The indicators on the control panel provide information about your printer and help you locate each problem.

Status Messages (Ready Indicator, Error Indicator)

Status messages indicate the current condition of the printer.
The printer status also can be checked on the Remote Panel Program.
(Refer to "Working with the Remote Panel Program" on page 20.)

Ready indicator (green)	Error indicator (orange)	Display of Remote Panel Program	Condition	Action
Off	Off	-	Power off	None
Slow blinking	Off	Energy Save	Energy save mode	None
On	Off	READY	Ready to print	None
Blinking	Off	Receiving	Processing data	None
		Printing	Printing	
On	On	-	Initializing (power on)	None
		-	Canceling a print job	

Warning Messages

These messages indicate that a warning condition has occurred on the printer.

Ready indicator (green)	Error indicator (orange)	Toner indicator (orange)	Display of Remote Panel Program	Condition	Action
On	Off	Slow blinking	TONER LOW X (YMCK)	Toner near empty	Prepare the new toner cartridge.

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Ready indicator (green)	Error indicator (orange)	Toner indicator (orange)	Display of Remote Panel Program	Condition	Action
On	Off	On	TONER OUT X (YMCK)	Toner out **Note:** This message appears when the **Toner Out Stop** in the Remote Panel Program is set to **Off**.	Replace the toner cartridge. **Note:** Printing can continue, however, the printing results are not guaranteed. If printing is continued, the Error indicator (orange) lights up and printing stops.
On	Slow blinking	Rapid Blinking	NON GENUINE TONER X (YMCK)	The installed toner cartridge is of an unapproved type.	Install a Epson toner cartridge of the appropriate type. See "About Toner Cartridges" on page 38.
On	Slow blinking	*	P/U LOW	Photoconductor unit near end	Prepare the new photoconductor unit.
		*	T/C MEMORY ERROR	Toner cartridge memory error	Re-install the specified toner cartridge.
		*	VIDEO I/F ERROR	Video interface error	Turn off the printer. After a few seconds, turn on the printer.
		*	PROCESS CAUTION-ID C	Process caution	Open and close the printer's covers. If the error is not corrected, turn off the printer. After a few seconds, turn on the printer.

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Ready indicator (green)	Error indicator (orange)	Toner indicator (orange)	Display of Remote Panel Program	Condition	Action
Off	Slow blinking	*	P/U END	Photoconductor unit end	Replace the photoconductor unit. **Note:** Printing can continue, however, the printing results are not guaranteed. If printing is continued, the Error indicator (orange) lights up and printing stops.

* Differs depending on the toner status.

Error Messages

These messages indicate errors which you must correct before a print job can continue or the printer status return to "Ready".

Ready indicator (green)	Error indicator (orange)	Toner indicator (orange)	Display of Remote Panel Program	Condition	Action
Off	Rapid blinking	On	TONER OUT / CHANGE X (YMCK) TONER	Toner out **Note:** This message appears when the **Toner Out Stop** in the Remote Panel Program is set to **On**.	Replace the toner cartridge. **Note:** If **Toner Out Stop** in the Remote Panel Program is set to **Off**, printing can continue. However, the printing results are not guaranteed.

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Ready indicator (green)	Error indicator (orange)	Toner indicator (orange)	Display of Remote Panel Program	Condition	Action
Off	On	On	NOT INSTALLED TONER / CHECK X (YMCK) TONER	The toner cartridge is not installed.	Install the all toner cartridges.
			TONER LIFE END	Toner empty	Replace the toner cartridge.
Off	On	Blinking	WRONG TONER X (YMCK)	An unapproved toner cartridge is installed.	Install a correct toner cartridge.
Off	On	Rapid blinking	NON GENUINE TONER X (YMCK)	The installed toner cartridge is of an unapproved type.	Install a Epson toner cartridge of the appropriate type. See "About Toner Cartridges" on page 38. Press the **Clear** key to clear the indicator message.
Slow blinking	Slow blinking	*	CHECK TRAY PAPER / LOAD PAPER (XX)	Media empty	Load media into Tray 1.
Slow blinking alternately		*	PAPER SIZE ERROR / RESET PAPER (XX)	Media size error The size of paper being printed on is different from the size of paper specified in the printer driver.	Press the Clear key to cancel the error. To print on paper of the size specified in the printer driver, load paper of the correct size into Tray 1, and then try performing the print job again.
Off	Slow blinking	*	MEMORY FULL	Memory full	Press the Clear key. If the error is not corrected, turn off the printer. After a few seconds, turn on the printer.

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Ready indicator (green)	Error indicator (orange)	Toner indicator (orange)	Display of Remote Panel Program	Condition	Action
Off	Blinking	*	TOP COVER OPEN / CLOSE TOP COVER	Front cover or top cover is open.	Close the front cover and top cover.
				The photoconductor unit is not installed.	Install the photoconductor unit.
Off	Rapid blinking	*	TRANSFER JAM, FUSER JAM, OUTPUT JAM / OPEN TOP COVER	Media jam	Clear the jam, close the covers, and then continue with the print job.
			PROCESS ERROR-BELT , PROCESS ERROR-IDC	Process error	Open and close the printer's covers. If the error is not corrected, turn off the printer. After a few seconds, turn on the printer.
Off	On	All blinking	P/U LIFE END	Photoconductor unit end	Replace the photoconductor unit.

* Differs depending on the toner status.

Service Message

This message indicates a more serious fault that can only be corrected by a customer service engineer.

Ready indicator (green)	Error indicator (orange)	Toner indicator (orange)	Display of Remote Panel Program	Condition	Action
Rapid blinking	Rapid blinking	All blinking	SERVICE CALL(XXXX)	Fatal error	Turn off the printer. After a few seconds, turn on the printer. If the problem persists, contact your vendor or authorized service provider.

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Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any pieces of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note:
The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the print face when removing the misfed media. Make sure not to spill any toner inside the printer.

Caution:

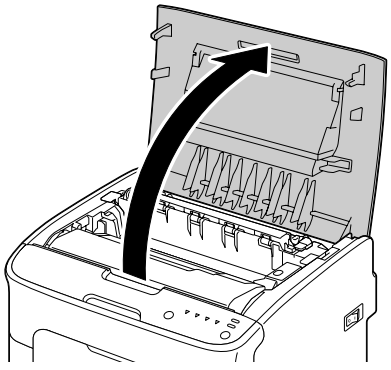
- ❏ *Unfused toner can mess your hands, clothes, or anything else it gets on.*
  If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.

- ❏ *If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.*

If, after clearing the media misfeed, the misfeed message in the control panel persists, open and close the printer's covers. This should clear the misfeed message.

Clearing Procedures

1. Open the top cover.



Note:
If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

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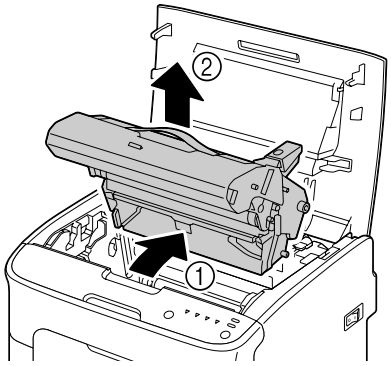
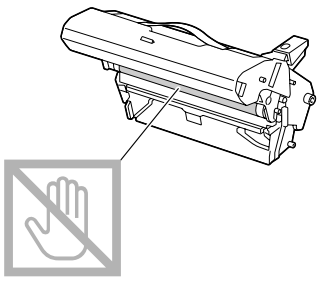
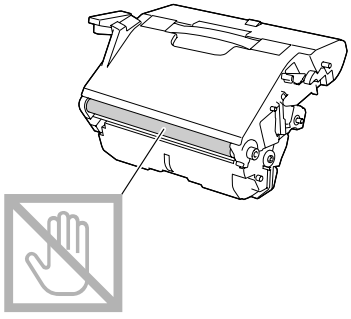
2. Grab the handle and lift it up slightly to the back, and then slowly pull the photoconductor unit out vertically.



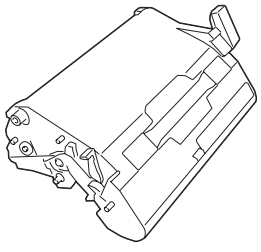
Note:

❏ *Do not touch the PC drum on the photoconductor unit.*





❏ *Position the removed photoconductor unit horizontally as shown in the illustration below. Be sure to keep the photoconductor unit horizontal and place it where it will not become dirty. Do not leave the photoconductor unit removed for more than 15 minutes, and do not place the removed photoconductor unit in a location where it would be exposed to direct light (such as sunlight).*



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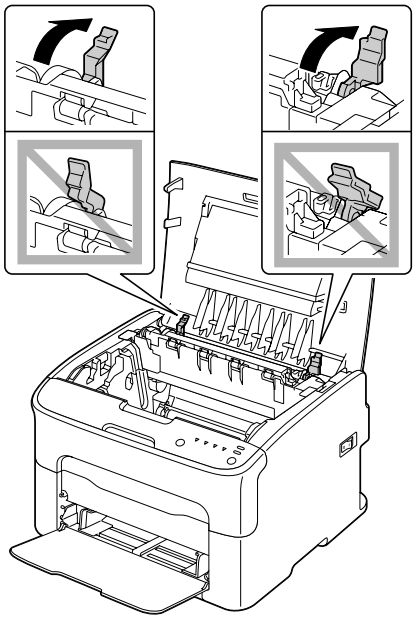
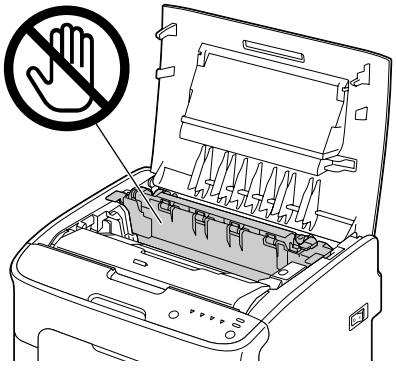
3. Push the fuser separator levers back as far as possible.



Caution:
The area around the fuser unit is extremely hot.
Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.



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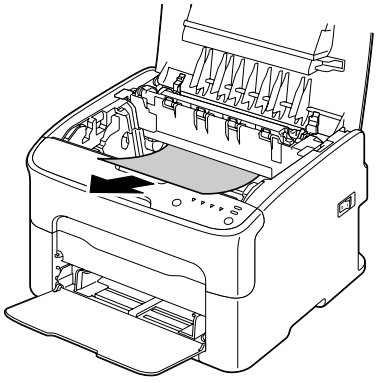
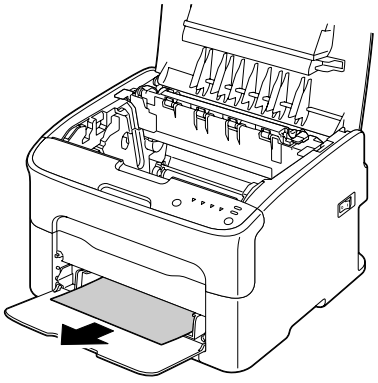
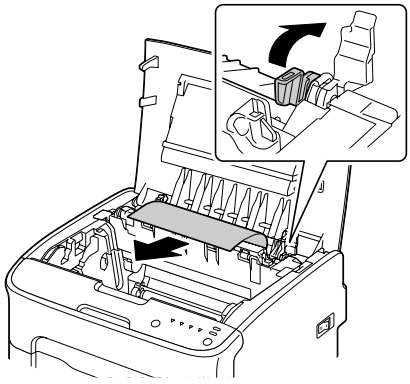
4. Remove any misfed media.







Note:

❏ *Remove the dust cover from Tray 1 and remove the media.*

❏ *Raise the fuser unit cover and remove the media.*

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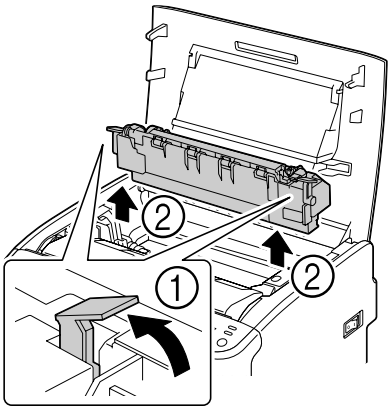
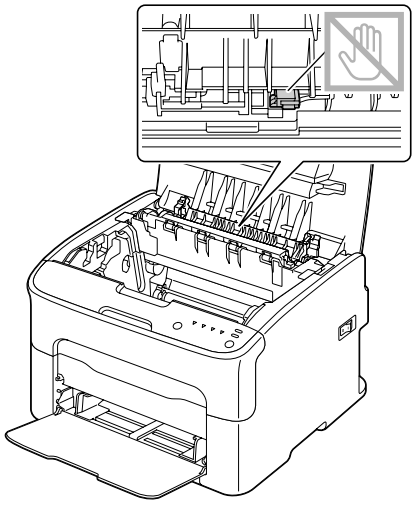
❏ *If you cannot remove paper jammed in the fuser unit, remove the fuser unit.*



Note:

❏ *Do not touch the paper exit sensor on the fuser unit.*



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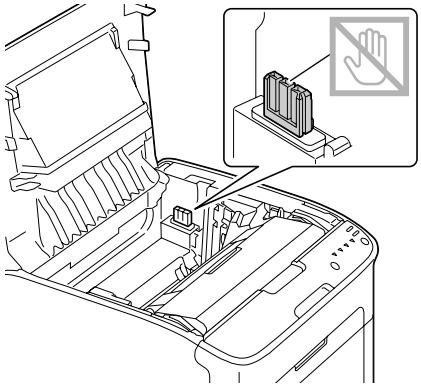
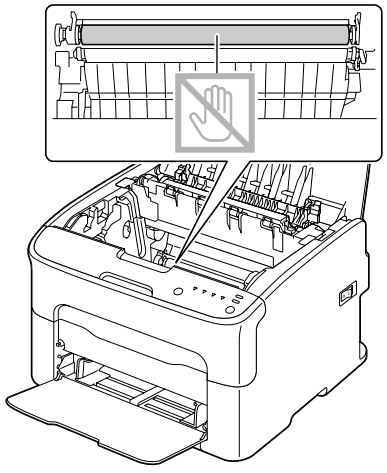
❏ *Do not touch the matching connectors of the fuser unit and the machine.*



❏ *Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.*



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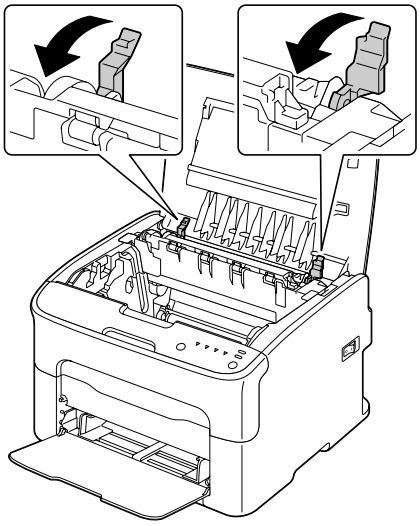
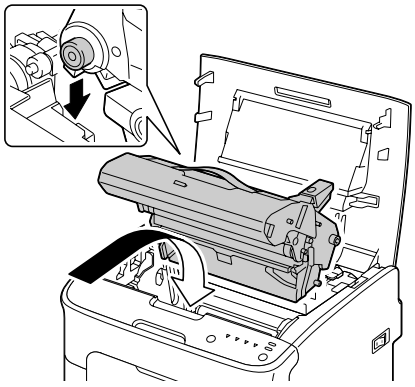
5. Return the fuser separator levers to their original positions.



6. Slowly insert the photoconductor unit vertically, and then push it slightly down toward you to finish reinstalling the photoconductor unit.



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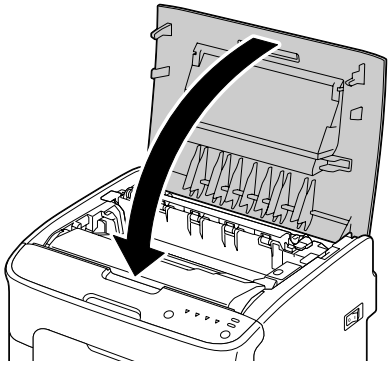
7. Carefully close the top cover.



Solving Problems with Media Misfeeds

Note:
Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Media misfeed message stays on.	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.

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Symptom	Cause	Solution
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	The recommended label sheet is facing the wrong way in Tray 1.	Load the label sheets according to the manufacturer's instructions.
Media is misfeeding.	Envelopes are facing the wrong way in Tray 1.	Load the envelopes in Tray 1 so the flaps are facing down.
		If the flaps are on the long edge (Envelope C6 and Envelope DL), load the envelopes with the flap edge toward the machine and the flap side facing down.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Epson-approved media. See "Print Media" on page 25.
	The media feed roller is dirty.	Clean the media feed roller. For more details, refer to "Interior" on page 54.

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Solving Other Problems

Symptom	Cause	Solution
Printer power is not on.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	Something is wrong with the outlet connected to the printer.	Plug another electrical appliance into the outlet and see whether it operates properly.
	The power switch is not correctly turned on (I position).	Turn the power switch off (O position), then turn it back to the on (I position).
	The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in appendix A, "Technical Specifications."
Printing takes too much time.	The printer is set to a slow printing mode (for example, thick stock).	It takes more time to print with special media. When using regular paper, make sure that the media type is set properly in the driver.
	The printer is set to power saving mode.	It takes time for printing to start in power saving mode.
	The job is very complex.	Wait. No action needed.
Blank pages are printed.	One or more of the toner cartridges are defective or empty.	Check the toner cartridges. The image will not print correctly or not at all, if the cartridges are empty.
	The wrong media is being used.	Check that the media type set in the driver matches the media loaded in the printer.
Not all pages print.	The Clear key was pressed.	Make sure no one pressed the Clear key while your job was printing.
	The tray is empty.	Check that the trays are loaded with media, in place, and secure.
	A document is printed with an overlay file which has been created by an unsuitable printer driver.	Print the overlay file using a suitable printer driver.
Printer resets or turns off frequently.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	A system error occurred.	Contact Technical Support with the error information.

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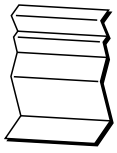
Symptom	Cause	Solution
With N-up on multiple prints, the output is incorrect.	Both the driver and the application have been set for collation.	For N-up on multiple prints, choose Collate only in the driver's Basic Tab. Do not set collation in the application.
You hear unusual noises.	The printer is not level.	Put the printer on a flat, hard, level surface.
	There is a foreign object stuck inside the printer.	Turn off the printer and remove the object. If you cannot remove it, contact Technical Support.
Media is wrinkled. 	The media is moist from humidity or having water spilled on it.	Remove the moist media and replace it with new, dry media.
	The media feed roller or fuser unit is defective.	Check them for damage. If necessary, contact Technical Support with the error information.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Epson-approved media. See "Print Media" on page 25.
You do not know the procedure for returning the settings on the Panel tab of the Remote Panel Program to their defaults.	-	Exit the Remote Panel Program with the icon in the Windows notification area (right end of taskbar), and then start up the utility again. Since the default settings appear when the utility is started up again, click the **Apply** button. For details on exiting the Remote Panel Program, refer to "Closing the Remote Panel Program" on page 24.
You do not know the procedure for returning the settings on the User Service tab of the Remote Panel Program to their defaults.	-	Exit the Remote Panel Program with the icon in the Windows notification area (right end of taskbar), and then start up the utility again. Since the default settings appear when the utility is started up again, click the **Upload** button. For details on exiting the Remote Panel Program, refer to "Closing the Remote Panel Program" on page 24.

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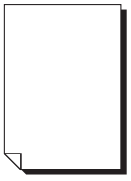
Solving Problems with Printing Quality

Symptom	Cause	Solution
Nothing is printed, or there are blank spots on the printed page. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check if any is damaged.
	The photoconductor unit may be defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
	The media is moist from humidity.	Adjust the humidity for media storage. Remove the moist media and replace it with new, dry media.
	The media set in the printer driver mismatches the media loaded in the printer.	Load the correct media in the printer.
	The power source does not match the printer specifications.	Use a power source with the proper specifications.
	Several sheets are being fed at the same time.	Remove the media from the tray and check for static electricity. Fan plain paper or other media, and replace it in the tray.
	Media is not set properly in the tray.	Remove the media, tap it to straighten it out, return it to the tray, and realign the media guides.
Entire sheet is printed in black or color.	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The photoconductor unit may be defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
Image is too light; there is low image density.	The print head window is dirty.	Clean the print head window.
	The media is moist from humidity.	Remove the moist media and replace with new, dry media.
	There is not much toner left in the cartridge.	Replace the toner cartridge.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	Media type is set incorrectly.	When printing envelopes, labels, postcards, thick stock, or letterheads, specify the appropriate media type in the printer driver.

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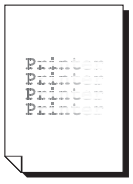
Symptom	Cause	Solution
Image is too dark. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The photoconductor unit may be defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
Image is blurred; background is lightly stained; there is insufficient gloss of the printed image. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The photoconductor unit may be defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
The print or color density is uneven. 	One or more of the toner cartridges may be defective or low.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The photoconductor unit is defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
	The printer is not level.	Place the printer on a flat, hard, level surface.
Irregular print or mottled image appears. 	The media is moist from humidity.	Adjust the humidity in the media storage area. Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Epson-approved media. See "Print Media" on page 25.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The photoconductor unit is defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.

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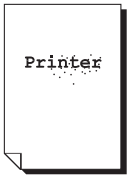
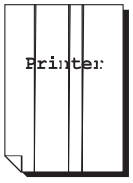
Symptom	Cause	Solution
There is insufficient fusing or the image comes off when rubbed. 	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Epson-approved media. See "Print Media" on page 25.
	Media type is set incorrectly.	When printing envelopes, labels, postcards, thick stock, or letterheads, specify the appropriate media type in the printer driver.
There are toner smudges or residual images. 	One or more of the toner cartridges are defective or installed incorrectly.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The temperature in the printer is high.	On the Panel tab of the Remote Panel Program, start the Calibration.
There are toner smudges on the back side of the page (whether or not it has been duplexed). 	The media path is dirty with toner.	Print several blank sheets and the excess toner should disappear.
	One or more of the toner cartridges are defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The photoconductor unit is defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
Abnormal areas (white, black, or color) appear in a regular pattern. 	The print head window is dirty.	Clean the print head window.
	A toner cartridge may be defective.	Remove the toner cartridges with the color causing the abnormal image. Replace it with a new toner cartridge.
	The photoconductor unit is defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.

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Symptom	Cause	Solution
Image defects. 	The print head window is dirty.	Clean the print head window.
	A toner cartridge may be leaking.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	A toner cartridge may be defective.	Remove the toner cartridge with the color causing the abnormal image. Replace it with a new toner cartridge.
	The photoconductor unit is defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
Lateral lines or bands appear on image. 	The printer is not level.	Place the printer on a flat, hard, level surface.
	The media path is dirty with toner.	Print several sheets and the excess toner should disappear.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The photoconductor unit is defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.
Thin white horizontal lines appear at intervals on images. 	Toner is not evenly adhering to the media.	Use the "Image Refresh" function located under the User Service tab in the Remote Panel Program. See "User Service Tab" on page 22. If the problem persists, contact your vendor or authorized service provider.
Colors look drastically wrong.	One or more of the toner cartridges are defective.	Remove the toner cartridges and verify that the toner is distributed evenly on each cartridge roller, and reinstall the toner cartridges.
Colors are not registering properly; colors are mixed or have page-to-page variation.	The photoconductor unit is not correctly seated.	Remove the photoconductor unit and reinstall it.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.

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Symptom	Cause	Solution
The color has a poor reproduction or has poor color density. 	The photoconductor unit is defective.	Remove the photoconductor unit and check for damage. If it is damaged, replace it.

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Appendix A

Appendix

Technical Specifications

Printer

Model name	L621A
Type	Desktop full color laser beam printer
Printing system	Dual laser diode with polygon mirror
Developing system	Mono component development system
Fusing system	Heat roller system
Resolution	1200 dpi × 600 dpi or 600 dpi × 600 dpi
First print	Monochrome: 13 seconds for A4, Letter (plain paper) Full color: 22 seconds for A4, Letter (plain paper)
Media sizes	Paper width: 92 to 216 mm (3.6 to 8.5") Paper length: Plain paper: 195 to 356 mm (7.7 to 14.0") Thick stock 1/2: 184 to 297 mm (7.25 to 11.7")
Paper/Media	Plain paper (60 to 90 g/m^2) Letterhead Envelopes Labels Thick stock 1 (91 to 163 g/m^2) Thick stock 2 (164 to 209 g/m^2) Postcard
Input capacity	Plain paper: 200 sheets Envelope: 10 envelopes Labels/Letterhead/Postcard/Thick Stock: 50 sheets

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Output capacity	Output tray: 100 sheets (A4, Letter)
Operating temperature	10 to 35˚C (50 to 95˚F)
Operating humidity	15 to 85%
Power supply	AC 120 V, 50 to 60 Hz AC 220 to 240 V, 50 to 60 Hz
Power consumption	AC 120 V: 970 W or less AC 220 to 240 V: 1020 W or less Energy Saver Mode: 14 W or less
Amperage	AC 120 V: 8.2 A or less AC 220 to 240 V: 4.4 A or less
Acoustic Noise	Printing: 51 dB or less (monochrome) Printing: 49 dB or less (color) Standby: 29 dB or less
External dimensions	Height: 275 mm (10.8") Width: 404 mm (15.9") Depth: 380 mm (14.9")
Weight	11.3 kg (without consumables) 14.4 kg (with consumables)
Interface	USB 2.0 High-Speed compliant
Standard memory	16 MB

Standards and approvals

European model:

Low voltage directive 2006/95/EC	EN60950-1
EMC directive 2004/108/EC	EN55022 Class B EN6100-3-2 EN6100-3-3 EN55024

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R&TTE directive 1999/5/EC (AcuLaser CX16NF only)	ES203021-1 ES203021-2 ES203021-3 ES201187 EG201120 EN60950-1

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